

STATE OF IOWA  
DEPARTMENT OF COMMERCE  
UTILITIES BOARD

IN RE:  DISCONNECTION AND RECONNECTION	DOCKET NO. RMU-00-5
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**ORDER SCHEDULING ORAL PRESENTATION**

(Issued August 3, 2000)

Pursuant to the authority of Iowa Code §§ 17A.4, 474.5, 476.1, and 476.20 (1999), the Utilities Board (Board) commenced a rule making on February 8, 2000, to amend and clarify the language contained in 199 IAC 19.4(15)"h"(3) and 20.4(15)"h"(3) with respect to when reconnection of an electric or gas customer must take place following disconnection of service. The Board will now schedule an oral presentation in this docket. The reasons for scheduling the oral presentation and the date, time, and location of the presentation are set forth in the attached amended notice of intended action.

**IT IS THEREFORE ORDERED:**

1. An oral presentation in this rule making proceeding, identified as Docket No. RMU-00-5, is scheduled for purposes of receiving comments as outlined in the attached notice of intended action.

2. The Executive Secretary is directed to submit for publication in the Iowa Administrative Bulletin a notice in the form attached to and incorporated by reference in this order.

**UTILITIES BOARD**

/s/ Allan T. Thoms

/s/ Susan J. Frye

ATTEST:

/s/ Sharon Mayer  
Executive Secretary, Assistant to

/s/ Diane Munns

Dated at Des Moines, Iowa, this 3<sup>rd</sup> day of August, 2000.

## **UTILITIES DIVISION [199]**

### **AMENDED NOTICE OF INTENDED ACTION**

On February 8, 2000, the Utilities Board (Board) issued an order in Docket No. RMU-00-5, In re: Disconnection and Reconnection, to consider adopting amendments to current 199 IAC 19.4(15)"i"(2) and 20.4(15)"i"(2) to make them consistent with the Board's standard customer notice forms contained in 199 IAC 19.4(15)"h"(3) and 20.4(15)"h"(3). The customer notice forms provide that electric and gas residential customers cannot be disconnected unless the utility is prepared to reconnect the same day if payment or other arrangements are made.

The proposed rule making was published in IAB Vol. XXII, No. 18 (3/8/00) p. 1359, as ARC 9717A. Written comments have been received from the Iowa Association of Municipal Utilities, the Iowa Association of Rural Electric Cooperatives, Peoples Natural Gas Company, Division of UtiliCorp United Inc., Alliant Energy, MidAmerican Energy Company, and the Consumer Advocate Division of the Department of Justice.

In the original notice of intended action, the Board did not schedule an oral presentation. However, after reviewing the comments and the request for oral presentation filed by Alliant Utilities on July 13, 2000, the Board by order issued August 3, 2000, scheduled an oral presentation. A public hearing to receive comments on the proposed amendments will be held at 10 a.m. on October 5, 2000, in the Board's hearing room at 350 Maple Street, Des Moines, Iowa 50319-0069.

The proposed rules are simple: disconnection cannot occur unless the utility is prepared to reconnect the same day. However, after reviewing the comments, it appears that at least some of the investor-owned utilities, and perhaps some other utilities, are able to make payment arrangements with customers late in the evening or 24 hours a day. A customer's ability to make payment arrangements following disconnection outside normal office hours is a recent development. The Board invites comments at the oral presentation not only on the rules as proposed but also on alternatives that merit consideration, such as requiring same day reconnection if payment arrangements are made before 7 p.m. Under this alternative, if payment arrangements are made after 7 p.m., the utility must be prepared to reconnect by noon the following day.

Pursuant to Iowa Code sections 17A.4(1)"a" and "b," any interested person may file a written statement of position or a supplemental statement. The statement must be filed on or before September 12, 2000, by filing an original and ten copies in a form substantially complying with 199 IAC 2.2(2). All written statements should clearly state the author's name and address and should make specific reference to this docket. All communications should be directed to the Executive Secretary, Utilities Board, 350 Maple Street, Des Moines, Iowa 50319-0069.

August 3, 2000

/s/ Allan T. Thoms  
Allan T. Thoms  
Chairperson